

OPERATIONAL MEMO

TITLE:	DAY HABILITATION SERVICES IN RESPONSE TO COVID-19
SUPERSEDES NUMBER:	HCPF OM 20-083
EFFECTIVE DATE:	DECEMBER 4, 2020
DIVISION AND OFFICE:	BENEFITS & SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	HOME AND COMMUNITY-BASED SERVICES (HCBS) WAIVERS
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Purpose and Audience:

The purpose of this Operational Memo is to inform Home and Community-Based Services (HCBS) Day Habilitation provider agencies, Case Management Agencies (CMAs), members, and stakeholders of temporary changes approved by the Department of Health Care Policy & Financing (Department) in response to the COVID-19 pandemic. These changes include how Day Habilitation services, which includes Specialized Habilitation (SH) and Supported Community Connections (SCC), may be authorized, provided, and billed. This memorandum impacts the HCBS Developmental Disabilities (HCBS-DD) and Supported Living Services (HCBS-SLS) waivers.

Information:

In response to the COVID-19 Public Health Emergency (PHE), the Department is authorizing additional changes for Specialized Habilitation (SH) and Supported

Community Connections (SCC) services within the HCBS-DD and HCBS-SLS waivers. These provisions will allow for Day Habilitation services to be delivered using a more flexible, person-centered approach.

Effective December 4, 2020, members enrolled in either the HCBS-DD or the HCBS-SLS waivers will have the option to revise their service plan to include SH and SCC services under the tiered structure listed below. Until the end of the Public Health Emergency (PHE), members can use Tier 2 to receive SH or SCC services virtually or in-person, utilizing the existing rate structure, based on the members' Support Level. Members may also receive 1:1 SH and SCC services under Tier 3 up to an annual dollar limit.

Even if a member does not elect to change their service plan, they must remain under the unit and dollar limitations aligned with their service plans.

The full implementation of a 3-tiered structure, with Tier 1 being the virtual-only option, has been postponed until the end of the PHE.

During this period, the Department strongly encourages providers to follow all County and Colorado Department of Public Health and Environment [guidelines](#) on in-person gatherings and congregate settings. Further, the Department strongly suggests that services be provided virtually whenever possible.

Specialized Habilitation (SH)

DD & SLS Waivers	Rates, Delivery Options, & Procedure Codes	Overview
Tier 2 – Traditional/Current Model	<ul style="list-style-type: none"> Rates based on Support Level per 15-minute unit <ul style="list-style-type: none"> Level 1 – \$2.57 Level 2 – \$2.83 Level 3 – \$3.15 Level 4 – \$3.71 Level 5 – \$4.59 Level 6 – \$6.59 Level 7 (HCBS-DD Waiver Only) – \$10.38 <i>Services may temporarily be delivered virtually</i> 	<p>SH services are provided in-person in a traditional group setting, based out of the SH day center location. SH services must meet all Day Habilitation and SH requirements, as well as all COVID related guidance, such as having to wear a mask, social distancing, frequent disinfecting of common areas, etc.</p> <p>SH services can also be provided virtually to either an</p>

	<i>through the end of the PHE</i>	individual member or a small group of members using virtual means to connect with the service provider. Services should be rendered using a video chat feature, unless the member does not have access to such feature. Services can include virtual classes, activities, and groups or individual virtual meetings with members.
Tier 3 – Individual	<ul style="list-style-type: none"> • \$5.36/15-minute unit • One rate for all Support Levels • <i>Must be delivered in-person</i> <p>Procedure Codes:</p> <ul style="list-style-type: none"> • HCBS-DD – S5100 U3 • HCBS-SLS – S5100 U8 	SH services are provided individually, in-person, to one member at a time, either at the member's home or at a setting in the community where the member is comfortable meeting.

Supported Community Connections (SCC)

DD & SLS Waivers	Rates, Delivery Options, & Procedure Codes	Overview
Tier 2 – Traditional/Current Model	<ul style="list-style-type: none"> • Rates based on Support Level per 15-minute unit <ul style="list-style-type: none"> ○ Level 1 – \$3.13 ○ Level 2 – \$3.42 ○ Level 3 – \$3.87 ○ Level 4 – \$4.44 ○ Level 5 – \$5.35 ○ Level 6 – \$7.03 ○ Level 7 (HCBS-DD Waiver Only) – \$10.38 	SCC services are provided in-person in a traditional group setting, provided entirely out in the community. SCC services must meet all Day Habilitation and SCC requirements, as well as all COVID related guidance, such as having to wear a mask, social distancing, frequent disinfecting of vehicles, etc.

	<ul style="list-style-type: none"> <i>Services may temporarily be delivered virtually through the end of the PHE</i> 	<p>Virtual SCC services are provided either to an individual member or a small group of members using virtual means to connect with the member's community. Services should be rendered using a video chat feature, unless the member does not have access to such feature. Virtual SCC services should be utilized to connect members with virtual classes, activities, and clubs/groups hosted by community entities.</p>
Tier 3 – Individual	<ul style="list-style-type: none"> \$7.03/15-minute unit One rate for all Support Levels <i>Must be delivered in-person</i> <p>Procedure Codes:</p> <ul style="list-style-type: none"> HCBS-DD – S5100 U3, HB HCBS-SLS – S5100 U8, HB 	<p>SCC services are provided individually, in-person, to one member at a time, either at the member's home, where the service provider assists the member in accessing a community run activity, class or club/group, or out in the community.</p>

Annual Dollar Limits for the Combination of SH and SCC Services

Support Level	HCBS-DD Annual Limits Maximum of 4,800 combined units of SH, SCC & Prevocational Services; Maximum of 7,112 combined units of SH, SCC, Prevocational Services, & Supported Employment	HCBS-SLS Annual Limits Maximum of 7,112 combined units of SH, SCC, Prevocational Services, & Supported Employment
Level 1	\$7,237	\$5,220
Level 2	\$9,779	\$8,347
Level 3	\$11,378	\$9,585
Level 4	\$13,589	\$11,063
Level 5	\$16,866	\$14,838
Level 6	\$22,022	\$19,524
Level 7	\$29,533	N/A

The Department has implemented annual dollar limits based on average utilization prior to the pandemic for SCC and SH services on the HCBS-DD and HCBS-SLS waivers. Costs and units for the Day Habilitation services must not exceed the annual dollar cap and unit limitations. Members may select any combination of Day Habilitation services they would like to receive, even varying from month to month, as long as they remain within the set unit and annual dollar limitations. Waiver members can work with their case manager to decide which combination of services they would like to receive, based on their preferences.

Virtual Options for SH and SCC Until the End of the Public Health Emergency (PHE)

To best support both members and service providers during this difficult time, the Department has decided to postpone the full implementation of a 3-tier structure for SH and SCC until the end of the PHE. This includes implementing the lower rate for SH and SCC under Tier 1. Therefore, services provided virtually, should be billed for using the traditional rate structure based on Support Level. **Providers should enter "Place of Service 02" on the claim when services are provided virtually.** Traditional small group, in-person, centered-based services can continue to be provided and must follow both state and local guidance to ensure member and staff safety.

Providers may also use the new Tier 3 outlined above to provide and bill for individual SH and SCC services. The individual rate for SCC will temporarily be lower than the finalized rate through the end of the PHE. This temporary approach allows the flexibility

for providers to continue providing virtual services, as well as traditional small group, center-based services, at the traditional rate, while also providing a new 1:1 service.

Applying the Tiered Model

Under the tiered approach, HCBS waiver members have a choice about how they would like to receive services, based on their needs and preferences.

Waiver members may now receive SH and SCC services using a combination of virtual delivery methods, returning to traditional group-based SH and SCC services, or they can receive services 1:1.

For example, a waiver member could attend in-person, group-based SH for a few days a week, and receive 1:1 SCC services another day of the week. Waiver members can receive any combination of virtual, traditional, or individual services for both SH and SCC services, based on their needs and preferences.

The limitation on the amount of services able to be provided is based on the member's Support Level annual dollar and unit limitations.

Billing under the Tiered Model

Providers must bill according to the Prior Authorization Request (PAR) with the corresponding procedure codes and modifiers. Providers may not bill beyond the annual dollar limit based on the member's waiver and Support level.

Providers billing under Tier 3 SH must use the following procedure codes and modifiers based on the member's waiver:

- HCBS-DD Waiver – S5100 U3
- HCBS-SLS Waiver – S5100 U8

Providers billing under Tier 3 SCC must use the following procedure codes and modifiers based on the member's waiver:

- HCBS-DD Waiver – S5100 U3, HB
- HCBS-SLS Waiver – S5100 U8, HB

Until the end of the PHE, both SH and SCC services provided either virtually or in-person should be billed for using the appropriate traditional billing codes and modifiers, based on the member's Support level.

Providers must continue to document services rendered, regardless of the tier or service being provided.

Case Management Service Plan Changes

All changes to Day Habilitation services are optional for members; no member is required to revise their Prior Authorization Request (PAR) to add the new tiered delivery model.

If a member is interested in adding tiered Day Habilitation services to their PAR, they should begin by having a conversation with their case manager to discuss their options. Case managers will then need to work with both service providers and waiver members to discuss the changes that will be made and then update the member's PAR to reflect how the member would like to receive Day Habilitation services moving forward as well as the providers' ability to staff accordingly. Service plans must specify if the waiver member would like to receive Tier 2 (temporarily provided both virtually or in-person), or Tier 3 SH and/or SCC, or a combination of these services and tiers. As explained, Tier 1 is postponed until the end of the PHE.

Prevocational and Supported Employment Services

Prevocational and Supported Employment services are not being modified and are not included in this memo. Members must continue to remain within the unit limitations for Day Habilitation and Employment services.

Attachment(s):

None

Department Contact:

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